

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
TAXICAB COMMISSION**



December 4, 2013

Passengers have recently submitted stories of DC taxicab drivers and DC Taxicab Commission staff who have provided outstanding service. DCTC commends them for their efforts.

David C. Wherry sent an email to DCTC recognizing the honesty of independent taxicab driver Kahsay Kidane for returning a wallet complete with identification, credit cards and cash after Wherry inadvertently left it the taxi.

On a trip to Dulles Airport, Michael Soguero explained in an email that he was reassured by taxi driver Shewarega Tsegaye that they would arrive in a timely manner for the departure flight, but Tsegaye also was helpful by charging Soguero's iPhone which contained his boarding pass.

Fran Hawkins shared what she described as "the most wonderful, amazing experience" with Silver Cab driver Eyob Gebremedhin. The cause of Hawkins' elation was the return of her purse. In order to find her, Gebremedhin contacted the hotel and called her credit card company which notified Hawkins by email. Hawkins, who was visiting from Chicago with a group of 21 people to see the Washington/Chicago football game, called Gebremedhin who delivered the purse to her hotel and provided transportation to the airport. Hawkins credited Gebremedhin's actions with restoring her faith in the kindness of others.

Linda Bugg sent an email to Mayor Vincent C. Gray to express her appreciation for the treatment she and her son David received from Linda Roberts at DCTC. Roberts spent a lengthy amount of time sharing material and information regarding the transfer of ownership of the father's taxicab company. The Buggs said they truly valued the excellent service.

Neil Thompson Shade wrote to express his gratitude for the efforts of taxicab driver Andre Tchokouani and DCTC employee Renee Hevor to return a sound level meter left in the back of Tchokouani's cab. Tchokouani followed the appropriate procedure by returning the lost item to DCTC and Hevor took it upon herself to contact a name on the instruction manual. Upon being notified that the sound level meter had been recovered, Shade stated he was delighted with the "professionalism" exhibited.